TELSTRA TURBO™

Wireless Broadband

PRE-PAID

GETTING STARTED GUIDE

THANKS FOR CHOOSING TELSTRA TURBO™ PRE-PAID WIRELESS BROADBAND

Now you get super fast Internet access so you have more freedom to stay connected when you're on the go.

The Telstra Turbo™ USB Modem includes a Telstra Pre-Paid Next G® SIM card and operates on our Next G® network – Australia's largest and fastest national mobile network, so you get the reliability, speed and coverage you need.

Accessing the Internet, emails and staying in touch is now more convenient and easier than ever before.

This guide will help you activate your service, provide information on ways to manage your account and how to access the Internet wirelessly.

For technical information about the USB Modem, please refer to Help Menu on the Connection Manager.

3 simple steps to get started:

Step 1: **Activate** your Telstra Pre-Paid Next G® SIM card

Step 2: **Plug in** the Telstra Turbo™ USB Modem to self install the Connection Manager

Step 3: **Recharge** via the Connection Manager

INSIDE THIS GUIDE

Getting started	3
Managing your account	7
Recharge options	8
Where to buy recharge vouchers	11
Wireless access to the Internet	12
Sending text messages	13
International Roaming	13
Things you need to know	14

GETTING STARTED

Step 1: Activate your Telstra Pre-Paid Next G® SIM card by calling 125 8880

You'll need:

- Your Telstra Pre-Paid Wireless Broadband service number, located on the bottom right corner on the back of the pack
- Personal information (such as name, address & date of birth)
- Identification details (such as driver's licence, passport or birth certificate)
- If you are under 18 years of age, you'll need to have the consent of your parent or a responsible adult to use this service.

Step 2: Self-install the Telstra Pre-Paid Wireless Broadband Connection Manager and the TelstraOne Experience

The Telstra Turbo™ USB Modem has built-in software which allows you to install the Telstra Pre-Paid Wireless Broadband Connection Manager and TelstraOne Experience quickly and simply.

The Connection Manager is the application that allows you to connect to the Internet.

To install the Connection Manager and connect to Telstra Pre-Paid Wireless Broadband, all you need to do is:

- Switch your computer on.
- Plug the Telstra Turbo™ USB Modem into a free USB port on your computer.

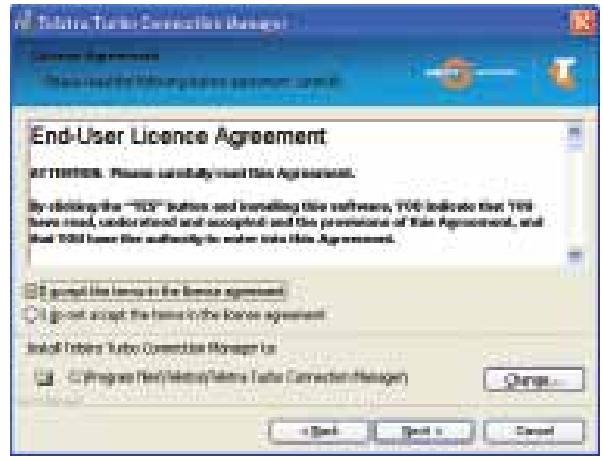
The following screen images are for Windows XP operating system. Other operating systems will follow a similar but not identical process. Mac users, see page 6.

Your computer will automatically detect new hardware and start installing the appropriate software. If your security settings prevent auto run then you will have to start the process manually. Follow the instructions for your computer.

Windows users, simply double-click the Setup.exe file and follow the prompts to complete the installation.

MAC users, open Finder, from your File Manager, double-click Telstra Turbo™ USB Modem and follow the installation instructions.

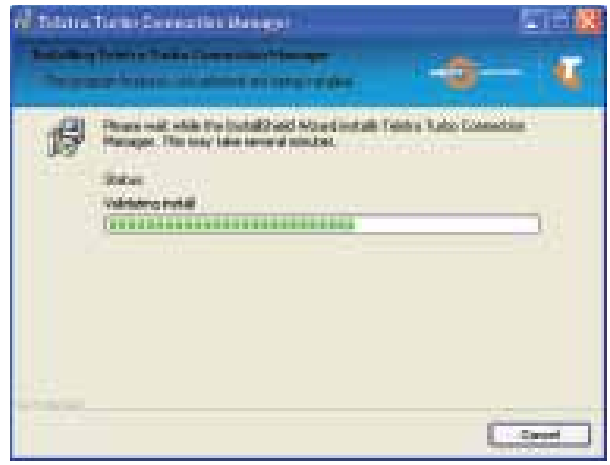
Please read the End-User Licence Agreement, select **I accept...**. to continue.



If you want to change the install location, click **Change** and navigate to the desired location.

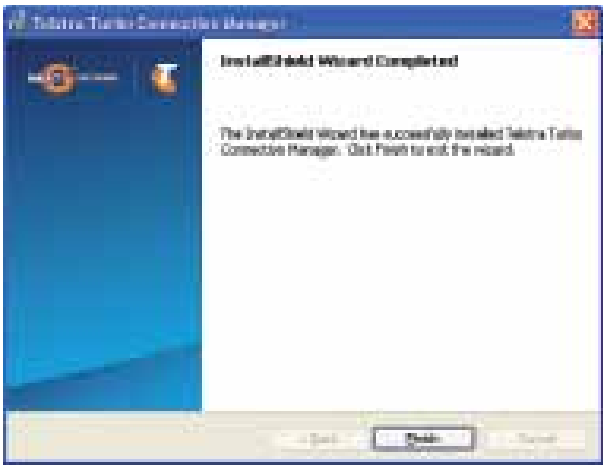
Click **Next** to continue.

Installation will take a few minutes.



Click **Finish** to complete the installation.

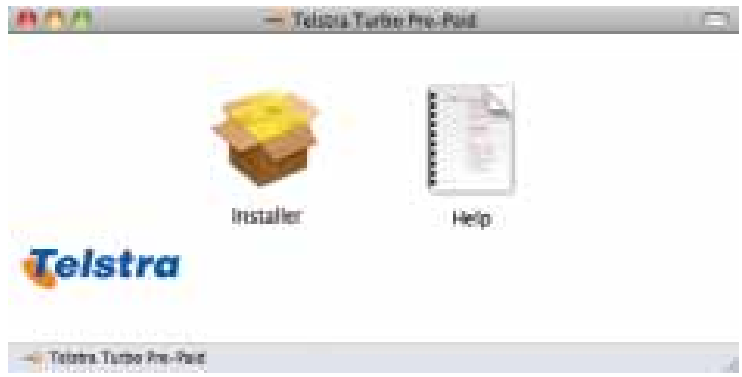
The Telstra Pre-Paid Wireless Broadband Connection Manager will now launch and the Telstra Turbo™ USB modem will continue the installation process for a few minutes.



The **Connect** button may take a few moments to load, so please be patient.

Your Telstra Pre-Paid Wireless Broadband Connection Manager is now installed and a shortcut has been created on your desktop.

Mac users, double-click the Installer package and follow the on-screen instructions. You'll need to restart after installation.



To launch Telstra Turbo™ Pre-paid Wireless Broadband Connection Manager, go to **Applications > Telstra Connection Manager** and double-click **Telstra Connection Manager**.

Step 3: Recharge via the Connection Manager

To connect to the Internet you must have credit in your Telstra Turbo™ Pre-Paid Wireless Broadband account. You can check your account balance, recharge and more by clicking the **My Account** icon in the Connection Manager.

For details on My Account and recharge instructions, refer to the next section in this guide, **Managing your account**.

MANAGING YOUR ACCOUNT

You can manage your Telstra Turbo™ Pre-Paid Wireless Broadband account for free by using the **My Account** icon in the Connection Manager. You do not need to be connected to the Internet to access My Account, but you must have your USB Modem plugged into your computer.

My Account lets you:

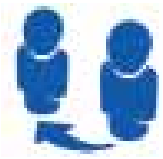
- Recharge
- Check your balance and credit expiry
- View your usage or recharge history

Simply click the My Account icon in the Connection Manager. Then click your preferred menu item and follow the prompts.

RECHARGE OPTIONS

Your data rate is determined by your latest recharge amount, so the higher the recharge, the better the value.

Recharge option	'My Account' Instructions
 Credit Card	From the My Account main menu: **Click** Recharge. **Click** Credit Card. **Enter** your credit card details and click **Send**. **Select** the recharge amount, and follow the prompts. **Handy Hints** - **Save** your credit card details for future recharges. You will be prompted to nominate a 4 digit PIN and enter this PIN each time you recharge using your saved credit card. - To **Delete** your credit card details, in the Recharge Menu click **Credit Card**, then **Delete saved credit card**. - **Schedule monthly recharges** from the Recharge menu by nominating the preferred recharge amount and day of the month.
 Electronic Voucher or Card	To activate your voucher, go to the My Account main menu: **Click** Recharge. **Click** Voucher. **Enter** the 12-digit voucher number and follow the prompts.

Recharge option	'My Account' Instructions
 Credit Me2U™	From the My Account main menu: **Click** CreditMe2U. **Enter** the Telstra Pre-Paid Mobile number to transfer credit to and click **Send**. **Select** the credit amount you wish to transfer and follow the prompts. **Handy Hint** - If you have a Telstra Pre-Paid Mobile you can transfer credit to your Telstra Turbo™ Pre-Paid Wireless Broadband service by using: • My Pre-Paid on your mobile available from the BigPond portal on your phone, or My Pre-Paid online at **www.telstraprepaidplus**.com • Charges may apply to use this service. See **www.telstraprepaidplus.com** for applicable charges as well as credit expiry rules.
Credit Me2U lets you transfer up to $10 credit between your Telstra Pre-Paid Wireless Mobile and Telstra Turbo™ Pre-Paid Wireless Broadband accounts. This is ideal for a quick top up when you need it.	

Recharge option	'My Account' Instructions
 BPAY®	Telstra Pre-Paid Biller Code is **150979** Your customer reference number is your 10-digit Telstra Turbo™ Pre-Paid Wireless Broadband Service number listed on the back of the box. **Handy Hint** - We'll send a text message to your SMS Inbox located in your Connection Manager when the credit has been added to your Pre-Paid account. The credit is usually applied one banking day after we receive your payment.
Recharge with BPAY by using Phone or Internet banking with your financial institution. For more information, go to **www.bpay.com.au**	
 PayPal™	From the My Account main menu: **Click** Recharge. **Click** PayPal. Select the amount you would like to recharge. Enter the PayPal recharge PIN you set up when you registered. Confirm the amount you want to recharge. **Handy Hint** - To recharge using PayPal, you need to have registered for PayPal recharge. If you haven't already registered, register now.

® Registered to BPAY Pty Ltd ABN 69 079 137 518

WHERE TO BUY RECHARGE VOUCHERS

Telstra Pre-Paid Recharge cards and electronic vouchers can be used for your Pre-Paid Mobile or Pre-Paid Wireless Broadband service. You can purchase recharge vouchers from retail outlets, newsagents, service stations and supermarkets nationally including:

Telstra
coles
'The Fresh Food People' WOOLWORTHS
'The Fresh Food People' SAFEWAY
Target.
AUSTRALIA POST
RETRAVISION
JB HI-FI ALWAYS CHEAPEST PRICES
Kmart
DICK SMITH ELECTRONICS
BIG W WE SELL FOR LESS
Harvey Norman
FONE ZONE
Quix
LEADING EDGE Telecoms
NewsLink
ALLPHONES
7 ELEVEN OPEN 24 HOURS

WIRELESS ACCESS TO THE INTERNET

Now that the Connection Manager is installed and you have credit in your account, you can access the Internet. Each time you want to access the Internet, simply:

- Plug in your USB Modem.
- The Connection Manager will launch automatically. If not, double-click the Telstra Turbo™ Connection Manager shortcut icon on your desktop.
- Click **Connect** to logon.

The appearance of the window may differ from the illustration.

You will need to open your Internet browser.

Finishing your Internet session

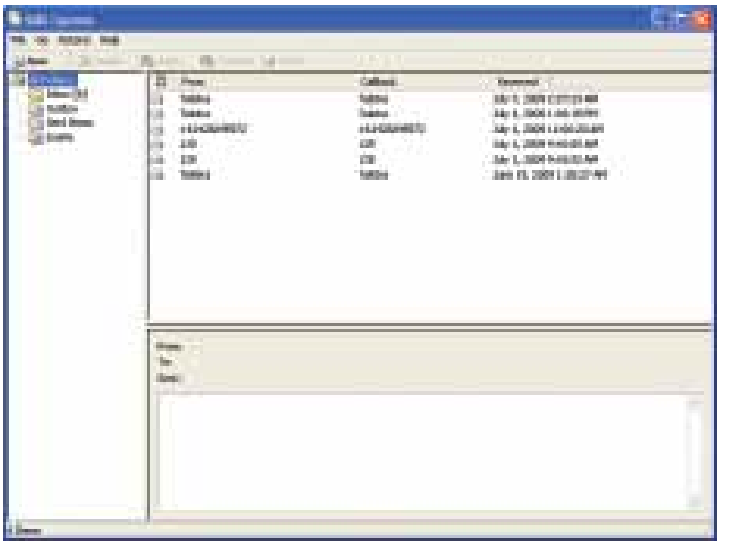
When you are finished using the Internet, return to the Connection Manager and click **Disconnect**.

Refer to the online User Guide for operating instructions on the Connection Manager and safe removal of the USB Modem.

SENDING TEXT MESSAGES

You can send text messages from your computer using the SMS Inbox in the Connection Manager.

Simply click the **SMS** icon to select the SMS Interface:



INTERNATIONAL ROAMING

You can use your Telstra Turbo™ Pre-Paid Wireless Broadband service to stay in touch with friends and family when travelling overseas. For your convenience International Roaming is automatically available on your Telstra Next G® Pre-Paid SIM Card. For a full list of countries and charges go to **www.telstraprepaidplus.com**

Handy Hint

– When travelling overseas the best way to recharge is by using your credit card. Remember to recharge before you go!

THINGS YOU NEED TO KNOW

1. Network unlocking fee applies.
2. For Data and SMS only. Voice calls barred except '000' Emergency calls.
3. Next G® coverage depends in part on where you are,what particular device you are using and whether your device has an external antenna attached. This device supports an external antenna. Visit **www.telstra-prepaidplus.com** to check if you are covered.

TERMS & CONDITIONS

It is important that you read and understand the terms that apply to your service. The terms for your Telstra Turbo™ Pre-Paid Wireless Broadband service are set out in Our Customer Terms (as varied from time to time). Below is a summary of some aspects of Our Customer Terms. It is for information only. For terms governing your Telstra Turbo™ Pre-Paid Wireless Broadband service, please go to **www.telstraprepaidplus.com** or see Our Customer Terms at **www.telstra.com.au/customerterms**. Your pricing brochure contains a summary of the charges that apply to our Telstra Turbo™ Pre-Paid Wireless Broadband service.

1. REGISTERING AND USING YOUR SERVICE

1.1 We provide the Telstra Turbo™ Pre-Paid Wireless Broadband service to you mainly for your personal use.

1.2 We will connect your Telstra Turbo™ Pre-Paid Wireless Broadband service once you register it by providing us with your name, address and details of your intended use and other information and identification reasonably requested by us. If you are under 18 years of age, this includes confirmation that you have the consent of your parent or a responsible adult to use this service. We may request further information from you after you have registered, provided that our request is reasonable.

1.3 You must notify us of any changes to your name or address within 14 days of such change by calling Customer Service on **125 8880**.

1.4 Your USB Modem pack specifies the "Network Access Period" during which you can use the service features or other Telstra services, once registered. The date on which the Network Access Period ends is the "Credit Expiry Date".

1.5 Your Credit Expiry Date is 30 days from your last recharge unless you are using Credit Me2U in which case different rules will apply. Go to **www.telstraprepaidplus.com** for Terms & Conditions.

1.6 Each Telstra Pre-Paid recharge card and voucher is fully transferable, non-refundable and must be activated before the use by date printed on it.

1.7 If you cancel your Telstra Turbo™ Pre-Paid Wireless Broadband service (other than as a result of our breach) or we cancel the service as a result of your breach, all unused credit in your account will remain with us.

1.8 Any unused credit in your account after the Credit Expiry Date will remain with us.

1.9 If your account balance is or becomes insufficient to cover or use a particular feature or Telstra service,we will not provide the service to you and will terminate any session, feature or service in progress, except for calls to emergency services 000 or access to My Account.

1.10 When you use the service, we will debit your account balance in accordance with the charges set out in your pricing brochure and Our Customer Terms (from time to time).

1.11 When your service is in recharge only period, you cannot connect to the Internet (you may call emergency services and connect to My Account for recharge).

1.12 If you do not recharge your service during your recharge only period, it will be disconnected and your service number will be reallocated to another customer. You will receive a text message warning you of this before your recharge only period ends. The length of your recharge only period is 6 months from your Credit Expiry Date.

1.13 Any value in your account balance is not refundable or transferable.

2. UNLOCKING FEE

2.1 Your USB Modem is programmed to operate only on the Telstra network, you may need to pay an unlocking fee to use it on other networks.

3. SIM CARD

3.1 We own any SIM provided to you. You must keep it secure. You must notify us (in writing if registered in the name of a company) immediately if the SIM card is lost, or stolen. You are responsible for all costs and losses resulting from any use of the SIM card and which arises prior to the time that we receive your notification.

3.2 Title in the Telstra Turbo™ Pre-Paid Wireless Broadband USB Modem will pass to you when you register the SIM card for that USB Modem. However, risk in the USB Modem passes to you when you accept delivery of it.

4. CHANGING OUR CUSTOMER TERMS

4.1 We can change most of the terms (including price) on which we supply services to you. Generally, subject to some exceptions, if a change is not required by law or necessary for security or technical reasons and has more than a minor detrimental impact on you, we will tell you at least 30 days beforehand. If a change will have a detrimental impact, we may also publish a notice in a relevant newspaper summarising the change 3 working days beforehand. We will tell you about changes by sending you a text message or otherwise in writing, directing you to further information about the charges (such as on telstra.com or at a Telstra Shop). We may also publish a notice in a national newspaper.

5. CANCELLATION AND SUSPENSION

5.1 You can cancel your service at any time by telling us beforehand.

5.2 We may ask you to put your request in writing. If you cancel a service before we have provided it to you, we may charge you any costs we incur.

5.3 We may suspend or cancel a service in a number of circumstances, for example where you are in breach of Our Customer Terms (including

using your service in a way which we reasonable believe is fraudulent, poses an unacceptable risk to our security or network capability or is illegal), it is necessary to restore or maintain our network, there is an emergency, the law or a regulator requires us to do so, you leave your premises, or you become bankrupt or insolvent. The amount of notice (if any) we give you depends on the circumstances.

5.4 If a service is cancelled or suspended, you are still required to pay for relevant charges incurred up to the date of cancellation or suspension.

6. LIABILITY

Our liability to you

6.1 If our services are used by you in pursuit of financial gain (such as to conduct share trading), it is very important that you have another means of communication available and do not solely rely on our services.

6.2 In many cases, we accept liability to you for breach of contract or negligence under the principles applied by the courts. Some exceptions are set out below.

6.3 As your service is provided to you for the primary purpose of personal use, we do not accept liability for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, we limit our liability to resupplying, repairing or replacing the relevant goods or services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so.

6.4 We are not liable for any loss to the extent that it is caused by you, results from your failure to take reasonable steps to avoid or minimise your loss, or caused by us failing to comply with our obligations due to events outside our reasonable control (such as failure in equipment that is not owned or operated by us, an industrial strike or a natural disaster).

Your liability to us

6.5 If you and one or more others are the customer(s) for a service, each of you is jointly and individually responsible for all charges and other obligations relating to that service.

6.6 Consumer and small business customers are liable to us for breach of contract or negligence under the principles applied by the courts but are not liable to us to the extent that it is caused by us.

7. GENERAL

7.1 Please read Telstra's Privacy Statement "Protecting Your Privacy" available at **www.telstra.com.au/privacy/privacy_statement.html** which sets out how your personal information is collected, used and disclosed (including for marketing purposes) and your rights in relation to accessing and correcting that information. You agree to the collection, use and disclosure of your personal information in accordance with the Telstra Privacy Statement.

8. TELSTRA FAIRPLAY POLICY

8.1 It is important to us that our customers can access our services therefore you must follow our FairPlay Policy when you use any of our special offers giving you calls or data usage for free or at rates lower than the standard rates for such as set out in Our Customer Terms (sometimes known as FairPlay offers). Full details are available at **www.telstra.com.au/customerterms/home_mobile_general.htm**

9. ACCEPTABLE USE POLICY

9.1 It is important that you comply with the Acceptable Use Policy when using Telstra Turbo Pre-Paid Wireless Broadband service. Our Acceptable Use Policy deals with our rights in respect of your service if your usage of the service:

- causes you to breach Our Customer Terms of law;
- causes us to breach the law;
- results in us incurring liability to any person;
- causes interference;

- damages our reputation or brand; and
- attempts to manipulate any limitations of our service.

Full details of the policy are available in Our Customer Terms which can be found at **www.telstra.com.au/customerterms**

10. COMPLAINTS

10.1 We aim to resolve all problems and complaints quickly and effectively. If you have any concerns, please visit your nearest Telstra Shop or call us on **125 8880**. If we are unable to resolve this matter to your satisfaction you can contact the Telecommunications Industry Ombudsman ("TIO"). The TIO is an office of last resort for complaints about telephone and Internet services.

FREECALL™ **1800 062 058** TTY **1800 675 692**
Translator and Interpreter Service: **131 450**
Email: **tio@tio.com.au**

You can also contact the Australian Communications and Media Authority ("ACMA") for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

For calls from Melbourne: **(03) 9963 6988**
For calls outside Melbourne: **1300 850 115**

For further information,please go to
www.telstra.com.au/customerterms/docs/premium_servicesinfo.pdf

Telstra

Call **125 8880**

Click **www.telstraprepaidplus.com**

Come in **to a Telstra Shop or participating Telstra Dealer**

™ Trade mark of Telstra Corporation Limited ABN 33 051 775 556
® Registered trade mark of Telstra Corporation Limited

2131240, Rev. 1.0 (August 2009)